Disability Support Services (DSS) facilitates equal educational opportunities for students with various disabilities by working together with the student and Cal Lutheran personnel to assure that reasonable accommodations are provided in a timely manner. It is the DSS student’s responsibility to request accommodations that will assist in obtaining their academic goals, and to discuss these with DSS Staff to determine what assigned accommodations are needed.

The purpose of this handbook is to define the responsibilities of both the student and DSS regarding aids and accommodations for students utilizing DSS services. DSS is responsible for providing and/or coordinating these academic adjustments, and other aids and services, in a timely manner. The aids and services listed within this handbook are not an exhaustive list of what is available, and other necessary accommodations may be discussed with the DSS Staff.

Disability Support Services (DSS)  
Academic Services Building  
60 West Olsen Road #5300, Thousand Oaks, CA. 91360  
Tel: (805) 493-3464  
Email: DSS@callutheran.edu  
www.callutheran.edu/disabilities
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Testing Accommodations

ADA Standards allow students to receive extended time on exams depending on their needs. DSS is bound by these policies. Time and a half or double time are typically assigned as the extended time accommodation for timed quizzes/exams.

A DSS student, who has been approved for testing accommodations and has activated their accommodations for the current semester/term, may choose to request DSS to proctor an exam/quiz.

If a student works with their professor to make other arrangements a student does not need to submit a testing request, if other arrangements have been made between the faculty and the student, like taking the exam in-class or during the faculty’s office hours, the student does not need to submit a testing request.

Testing rooms will be monitored live by a recording video camera and/or proctor to assure academic integrity and assist during emergencies.

**Deadlines:** If you need testing accommodations for a special type of exam such as a Comprehensive Exam for graduate level work or for an LPE etc., please contact our office several weeks in advance to discuss your needs. You will also need to complete a Testing Accommodations Request form for these types of exams. Exams administered through DSS will be proctored within one week of the class exam. This means if the in class exam is on Tuesday, the proctored exam must be completed by 5PM the following Tuesday. Students are strongly encouraged to schedule their exams in DSS for the same date as the rest of the class. Testing Requests must be submitted at least *one week in advance* of the in-class exam to ensure proctor and room availability. All DSS students regardless of program must submit a testing request approximately two weeks prior to the first day of the Traditional Undergraduate Finals Week. Requests from all DSS students in all programs for exams during the Traditional Undergraduate Finals Week must be submitted by the posted deadline, approximately 2 weeks prior to the first day of final’s week. Check with DSS for specific deadlines.

Testing requests received less than these set forth deadlines may be denied if there is insufficient time to gather the necessary information and/ or implement the requested accommodation.

**Process for requesting a DSS proctored exam:**

1. After DSS services have been activated for the course, a student should submit a Testing Request through Accommodate if they need DSS to proctor an exam/ quiz. It is recommended for a student to consult their course syllabus to review the planned exam dates for the semester/term to meet submission deadlines. Through the Testing Request, the student will select the date and time they would like to take the exam in DSS. Students should consider their own class schedule and other academic commitments when scheduling the exam.

2. Students are able to submit a testing request up to a couple weeks prior to the class exam date. Submissions need to meet the deadline of *at least one week prior* to the regular exam date, and *at least two weeks* prior to the start of the traditional undergraduate finals week. Review the previous DEADLINES section for specific details.

3. Students should notify their professor of the plan to take the upcoming exam through DSS. This should occur prior to submitting the online Testing Request Form. Once a Testing Request is submitted, both DSS and the specific professor will receive an email notification to review the request.
4. The Students will be selecting the time and date of the proctored exam when submitting their Testing Request. Exams administered through DSS will be proctored within one week of the class exam. This means if the in class exam is on Tuesday, the proctored exam must be completed by 5PM the following Tuesday. Faculty will review the testing request. They will provide DSS with any revisions and additional instructions.

5. DSS will email the student with the specific scheduled date/time of the exam, as well as the location of the testing room they have been assigned to for the specific exam. The student should check-in at the listed testing location ten (10) minutes prior to their scheduled exam start time. Exams taken through DSS are subject to change depending on information provided by the professor and/or the proctor schedule within the office.

6. It is the student’s responsibility to notify DSS of any changes in testing. Please notify staff at least 48 hours in advance if the test has been cancelled or DSS services are no longer needed. There should be no changes made to the testing times the day of the exam. The student should talk to the professor to discuss options. If the professor permits the exam to be rescheduled through DSS, testing request submission deadlines are still applicable.

7. Students needing testing accommodations for online courses, courses on branch campuses, or evening/weekend courses need to be aware that the above noted policies and procedures may vary. Contact DSS right away to discuss these details. The deadlines for submitting the Testing Request still do apply.

PLTS students will need to work directly with the Associate Dean for Academic and Student Affairs on the PLTS campus to make testing arrangements.

If testing accommodations are needed for special types of exams such as comprehensive exam or for an LPE etc., please contact DSS several weeks in advance to discuss your needs. Testing Requests are required and submission deadlines must still be met.

8. Should a student and their professor decide that the student will take the exam in class, the student does not need to submit a Testing Request. A student should only submit this request form if there is a need for them to take the exam/quiz through the DSS office.

**Testing Information for the Day of the Exam:**

The student is to arrive to the testing location that was designated via email and Accommodate portal. A student needs to arrive ten minutes prior to the exam start time indicated through email and Accommodate portal. The proctor will meet the student at the testing location. The student must bring their CLU ID. Before entering the testing room students should have necessary materials i.e. pencil, scantron, calculator, etc. Please quietly enter the testing room, even if there’s a “Testing in Progress” sign. Many testing rooms are located out of the DSS office.

If a student is late for any reason, they will only receive the allotted amount of time originally agreed upon. For example, if a test is scheduled from 9:00am-11:00am and the student arrives at 9:15am, they will still only have until 11:00am to finish the exam. No extra time will be given for tardiness.

If a student is more than 20 minutes late, DSS will return the exam to the professor as a NO SHOW. The student should talk to the professor to discuss options. If the professor permits the exam to be rescheduled through DSS, testing request submission deadlines are still applicable.
If any questions arise during the exam, DSS will make every effort to contact the professor for clarification. However, it may not be possible to communicate with the professor.

Testing services are generally available Mondays through Fridays between 8:30am-5:00pm. Chapel hour, 11:15am-12:15pm every Thursday, is observed campus-wide, and exams are not typically provided during this hour. No testing services are provided during major holidays or campus closures. There are a couple of days through the academic year when the DSS office is closed for specific events. Testing accommodation submissions requesting a proctored exam when testing services are not available will be declined. The student will be notified of the declined request and instructed to submit a new Testing Request for a different date.


**Academic Honesty Policy – Testing Rooms:**

All CLU students are held to the policy of Academic Honesty set forth in the Cal Lutheran Student Handbook. Any student taking an exam administered by DSS, and is observed violating this policy, will face consequences. If a student is assumed cheating, the test will be stopped immediately and will be returned to the professor. An incident report will be submitted to the professor and the Associate Provost. The student will be contacted to discuss their breach of academic honesty.
Note Taking Services

A student who has Note Taking Services as one of their DSS approved accommodations, and has activated their accommodations for the current semester/term, may choose to request a note taker for any class they are enrolled in.

A student approved for note taking services is expected to attend each class session in which they receive notes. This accommodation is to help supplement the notes the student takes for themselves.

Process for requesting a note taker:

1. The DSS student must submit their semester accommodation request through Accommodate. Within the semester request, the student needs to be sure each course that they need to use notetaking services has been checked off to indicate the request for a note taker for that specific course(s). If a student adds a class, they need to submit a semester activation for the new course. The student should notify DSS right away if they drop/ withdraw from a class, so we can update our notetaking records.
2. Once the accommodation request in Accommodate has been reviewed and approved by DSS, our office will begin work to procure a note taker for each class the student indicated on their request.
3. DSS will contact the students from the course roster to see if anyone is interested in being the note taker.
4. DSS will contact the professor to ask for their help in obtaining a note taker (i.e. class announcements).
5. The student will be notified by DSS when a note taker is set up for the class.
6. The student will be emailed a notification each time notes are uploaded to their Accommodate account. They can log into Accommodate to download the notes, and these can then be saved and/ or printed by the student.

Additional Note Taking information:

It is helpful if the student reminds their professor to make an announcement to the class asking for a note taker (while keeping the student’s name confidential). Typically, the identities of the DSS student and the note taker are not disclosed to one another. It is recommended the student speak to their professor about all of their accommodations, including notetaking services, as soon as they activate for the semester.

If a student decides that a note taker is not needed for one or more of the classes, they need to contact DSS immediately so adjustments can be made.

The student is responsible for notifying DSS staff at DSSnotes@callutheran.edu should there be an issue with the notes or the note taking accommodation in general.
Books in Alternative Format Accommodation

A student who has Books in Alternative Format Accommodation as one of their DSS approved accommodations may choose to request an alternative format for texts for any class they are enrolled in. A student needs to use Accommodate to activate their DSS services for the semester/term in order for the book requests to be fulfilled.

Please note that it is strongly recommended to submit a request form at least one month before the class begins as it may take some time to obtain the electronic text.

A student requesting to use this approved accommodation must also submit proof of purchase to the DSS. Just as all students in a course are required to obtain their textbook, the DSS student must also obtain the textbook in order to then request it in an alternative format through DSS.

As an alternative to requesting this accommodation, the student may want to consider checking with the Cal. Lutheran Bookstore, IChapters.com or other organizations to buy textbooks in a digital format and avoid buying the hard copy of the text.

Another alternative is to check to see if the text file is available on Bookshare.org. DSS generally helps to facilitate Bookshare membership when the student is initially approved for this accommodation.

Process for requesting a book in alternate format:

1. The student must submit a completed “Books in Alternative Format Agreement” as part of setting up this accommodation. Generally, this form is completed only once and usually when the student initially registers with DSS and is approved for the accommodation. A student needs to contact DSS to ask for this form.

2. Approximately a month prior to the start of a term/semester, a student should submit the Books in Alternative Format Request Form online on the DSS website - Forms tab.

3. A student requesting this accommodation is required to purchase a copy of the text(s) in order for DSS to provide the text as an accessible format from the publisher.

4. A receipt must be provided validating the purchase. Receipts may be sent via email to DSS@Callutheran.edu, hand-delivered to DSS at 3259 Pioneer Ave., or mailed to DSS at California Lutheran University, Disability Support Services, 60 W. Olsen Rd. #5300, Thousand Oaks, CA 91360.

DSS staff will contact the student as soon as the text is available or to discuss another option for processing the request. A student needs to activate their DSS services for the semester/term in order for the book requests to be fulfilled.

A student may be asked to bring in their hard copy of the book for DSS to convert into an accessible format. DSS might keep the text for several days. It is possible DSS will need to cut the binding off the book in order to facilitate this conversion.

The student should notify DSS right away if the accommodation is no longer needed.
Priority Registration

Priority registration is an accommodation available to DSS students when necessary to meet specific disability-related needs. This accommodation is meant to ensure that classroom accessibility, course scheduling, and/or other disability-related needs are met.

Priority registration is typically scheduled to begin at 8:00am on the same day as the general advance registration for continuing students. This may be different for students registering for their final semester of courses, or for any students in the term programs, depending on Cal Lutheran’s academic policies. Students may check with the DSS office if unsure of their eligibility.

New, incoming students may not be eligible for priority registration during the first time they are registered for classes as the general registration period may have already passed. These students wishing to make special accommodation requests, regarding their class schedules, must contact the DSS Staff to discuss their needs.

DSS students are eligible for Priority Registration only if they are approved for and have completed the semester activation for this accommodation. They must also have met the general Cal Lutheran requirements for registration eligibility.

Students must discuss the need for this accommodation with DSS. Our staff does not advise regarding course requirements/ selection. Students should contact their Faculty Advisor and Academic Services for academic advising.

Using the Letter of Accommodations (LOA) process, the student must activate their DSS services each new semester/ term in order to receive any accommodations and services including priority registration. The student is also responsible for meeting Cal Lutheran’s registration requirements, such as the student being cleared by their Faculty Advisor and taking care of any holds on their account.

A student participating in a study abroad program may still use their approved priority registration accommodation for the next semester of classes they will be taking at Cal Lutheran. The typical semester activation must be submitted in order to get this set-up. The student must meet the registration requirements set forth by Cal Lutheran.

DSS will make its best effort to arrange for this accommodation if a student activates closer to the priority registration date; however, such requests may be denied if there is insufficient time to implement the accommodation with Academic Services.

Students requiring accessible classrooms and/ or furniture are expected to notify DSS if any classroom/ furniture changes need to be made to meet their disability-related needs for these upcoming courses. It is strongly recommended students notify DSS within two months prior to the start of the new semester/ term, so there is sufficient time for the University to make necessary alterations.
Housing Accommodations

A DSS student wishing to request housing accommodations should do so as soon as they are aware that such accommodations may be needed. The student and DSS Staff discuss the request to determine what accommodations are appropriate. Housing accommodations include meal plan adjustments.

Students needing housing accommodations must:

1. Register with DSS,
2. Complete the Housing Accommodation Agreement Form,
3. Submit sufficient disability information that supports what is being requested,
4. Fulfill all housing deadlines set by the Residence Life Office including submitting the general housing application and deposit,
5. Uphold all housing policies established by the Residence Life Office,
6. Activate the approved housing accommodations each semester.

The Housing Accommodation Agreement can be requested from DSS. A student should discuss with DSS what disability information may be needed for such a request.

Housing accommodations are to provide access and needed mitigating measures to only the DSS student. Residence Life and DSS will coordinate an appropriate housing assignment.

Requested housing accommodations are only valid for one academic year and must be renewed each academic year for the following one. Typically, returning Cal Lutheran students need to renew, or be approved, for housing accommodations by the end of February for the following academic year housing assignments. New Cal Lutheran students need to request and be approved for housing accommodations by the beginning of June.
Audio Recording Lectures

In accordance with Subpart E of Section 504 of the Rehabilitation Act of 1973, a student with a qualifying disability, which adversely affects their ability to take or read notes, may be permitted to audio-record class lectures as a form of reasonable academic accommodation. Use of this accommodation is subject to the following conditions:

1. Audio recordings of class lectures are only for the DSS student’s personal use in study and preparation related to the class.
2. The student may not share or sell these recordings with any other person, database, or resource in any format.
3. The student may not post, publish, or quote the lecture without the written consent of the lecturer.
4. The student agrees to only audio record pertinent course lectures and/or discussions. This may mean that should a course engage the students in sharing personal information, the DSS student may need to stop recording during those periods.
5. The student will be responsible for audio recording during the course. If a student is unable to do so on their own, DSS should be notified by the student in order to discuss alternative options.
6. The professor needs to make a general announcement to the class stating the lecture will be audio recorded for an accommodation. The DSS student’s identity will not be disclosed.
7. The student is required to complete the Audio Recording Agreement form through which they are agreeing to these policies. This form is provided by DSS.
8. Failure to abide by the set policy constitutes copyright infringement and academic misconduct and may result in the suspension or revocation of this accommodation.
Grievance Procedure

Every effort is made to resolve issues or concerns through informal processes. Students, faculty, or staff who have a disability-related concern regarding a student’s accommodations are encouraged to speak with the involved parties including the professional Disability Support Services personnel.

Should there be an issue regarding DSS services, please speak with DSS as soon as possible about concerns. If the issue is not resolved, the student may choose to proceed with submitting a formal grievance.

Students may formally submit grievance decisions regarding meeting DSS eligibility, or denied accommodation requests, to the Associate Provost of Academic Services and Registrar.

Grievances should be made in writing and should be presented within ten working days following the decision that is being appealed so that relevant documents may be obtained.
DSS Study Room Policy

(Library room 123)

This policy is regarding the access and utilization of the DSS study room (room 123) in the Pearson Library. To be granted access to this resource, a student must be registered with DSS, and the below guidelines/policies should be reviewed by the student regarding their responsibilities in using this room.

DSS students must:

- Check out the room 123 key from the front desk of the Pearson Library with their ID card. The Library staff will confirm that the student’s name is on the list provided to them by DSS before granting access to the key. If someone else already has checked out the key, the DSS student can knock on the study room door, so the other DSS student can let them into the room.
- Respect the area, equipment, and the person(s) who may also be using the room at the same time.
- Recognize that the space is to be shared by all students granted access by DSS and multiple users may be using the space at once. This means the space should not be used as one’s personal office, and the student needs to leave space in the room and on the desks for others to use.
- Accept their responsibility to keep the area clean/tidy for the next users. Leaving materials behind for any length of time is prohibited.
- Understand that this room may not be available at certain times due to testing and other trainings. A note will be posted on the door with closure times, and the student needs to be aware of such signs so as not to disrupt an exam etc.
- Adhere to the Pearson Library’s general rules, as this study room (#123) is located within the Library.
- Contact DSS for assistance in learning how to use equipment or software/programs that they are not familiar with if these technologies are needed. This is to ensure the student can handle such sensitive and adaptive equipment items appropriately.

A student’s failure to comply with the previously mentioned agreements would be violating other students’ rights to use the DSS study room as part of the DSS program. This may result in restricting their ability to use this study room in the future.